

My eTenants Page

Submitting a Service Express Request

Select Users
All Buildings

! **IMPORTANT**

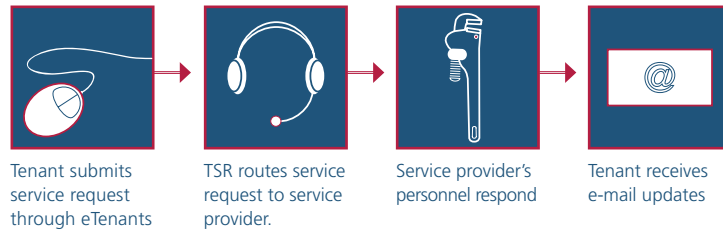
The Service Express tool is intended for general, non-emergency requests for building maintenance. To submit a more detailed service request, tenants should use the Service Request function located in the Building Services section.

Service requests submitted after normal business hours will be processed on the next business day. If immediate assistance is required, call your local Brandywine management office. If you need contact information, click Building Information and then Building Contacts.

The **Service Express Tool** is located on the My eTenants Page. It is one of two ways you can submit a non-emergency request for building maintenance. The second way is to use the Service Request function, which is located in the Building Services section. (We will show you how to use that function, starting on page 14.) The primary difference between the two ways of reporting a maintenance issue is that the Service Express Tool is faster, only requiring at most three steps, while the Service Request function requires more steps, but allows you to provide greater detail.

Regardless of how you submit your service request, once the request is submitted, it will follow the same workflow. Your Tenant Service Representative (TSR) will dispatch the request to the appropriate service provider for a resolution of the maintenance issue. Users will receive real-time e-mail updates from the time that the service request is opened until the maintenance issue is resolved.

eTenants workflow



The **Service Express** tool is located on the My eTenants Page.

STEP 1
Choose a description of the service request and the location of the maintenance issue, using the drop-down boxes.

STEP 2
Type a description of the service request in the text box if you wish to provide additional information.

STEP 3
Click the **Submit Request** button once you have finished entering your request information.

Date Reported	Status	Description	
4/10/2007 11:15:00 AM	OPEN	MEMBER SPECIFIED	view details
4/5/2007 9:45:00 AM	OPEN	NEED LIGHTS REPLACED	view details
4/5/2007 9:45:00 AM	OPEN	MEMBER SPECIFIED	view details
2/21/2007 1:30:00 PM	OPEN	TOO COLD	view details

If you need to provide a more detailed request, click the **Click Here** link.

